

Small Business Healthcare Company

Introduction

This case study of a small business healthcare company is based on a July 2021 survey of DrFirst customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

Challenges

This organization evaluated and ultimately selected Backline to:

- To communicate more securely
- To accelerate clinical workflows
- To address clinical burnout associated with care coordination

Use Case

Inside the organization, Backline:

- Facilitates communication
- Provides notifications of patient admissions
- Securely shares PHI (documents, files, images, etc.)

Outside the organization, Backline supports:

- Secure communications with caregivers and families

Key Features:

- HIPAA-compliant text chat

Results

This organization uses Backline to coordinate care with the following:

- Departments within their organization (nurses, doctors, EMS, ED, etc.)
- Primary care physicians
- Skilled nursing facilities
- Long-term care facilities

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:
Small Business

Industry:
Healthcare

About DrFirst

DrFirst's mission is to unite the Healthiverse with revolutionary products and services that close the gaps between information and people so that all sectors in healthcare can create better outcomes together.

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